

Title (en)

Method, computer system, and computer program for monitoring services of an information technology environment

Title (de)

Verfahren, Computersystem und Computerprogramm zur Überwachung von Diensten in einer Informationstechnologie - Umgebung

Title (fr)

Méthode, système informatique, et programme de logiciel pour surveiller des services d'un environnement de technologie de l'information

Publication

EP 1244251 A1 20020925 (EN)

Application

EP 01107261 A 20010323

Priority

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Abstract (en)

The invention is directed to a method for monitoring services of an information technology (IT) environment. The method comprises evaluating, by a status engine, the status of a service (superordinate service) that depends on at least one of the statuses of one or more other services (subordinate services) and one or more messages. The messages come from services of the IT environment and affect the status of the superordinate service. The evaluation is performed according to one or more rules. The rules include at least one of: a) a rule that is based on additional attributes of the service other than the status; b) a rule that ignores subordinate services; c) a rule that is defined by a user on the basis of at least one of i) logical and ii) arithmetical operations of the status of subordinate services or of said messages or of said attributes; and d) a rule that is programmed individually by a user. The invention is also directed to a corresponding computer system and a corresponding computer program.

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IPC 8 full level

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CPC (source: EP)

H04L 43/045 (2013.01); **H04L 43/0817** (2013.01)

Citation (applicant)

WO 0072183 A2 20001130 - CABLETRON SYSTEMS INC [US], et al

Citation (search report)

- [XA] WO 0072183 A2 20001130 - CABLETRON SYSTEMS INC [US], et al
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- [A] LEWIS L ET AL: "Incorporating business process management into network and systems management", PROCEEDINGS. ISADS. INTERNATIONAL SYMPOSIUM ON AUTONOMOUS DECENTRALIZED SYSTEMS, XX, XX, 9 April 1997 (1997-04-09), pages 385 - 392, XP002150698

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